## Hours Not Worked Emergency Medical Services

How Are We Doing?



KPI Owner: Jordan Mudd

**Process: Time and & Attendance** 

Baseline: CY13 - 39,660 hours; 3,308 hours		
avg/month or 7% or the total hours earned in a		
month		

Baseline, Goal, & Benchmark

Data Source: PeopleSoft Pay Time

**Source Summary** 

Plan-Do-Check-Act Step 3: Determine and quantify root causes
Measurement Method: Total # of hrs per month employees were not at
work performing normal job functions (excludes vacations & holidays)

**Continuous Improvement Summary** 

Goal: Reduce the Hours Not Worked to 3.5% of the total hours earned in a month

Goal Source: Dept Mgmt Team

Benchmark Source:

Bureau of Labor Stats

Why Measure: Better understand culture impact on employee attendance
Next Improvement Step: Reduce lost time injuries and continue monitoring
sick leave usage.

Benchmark: 2%

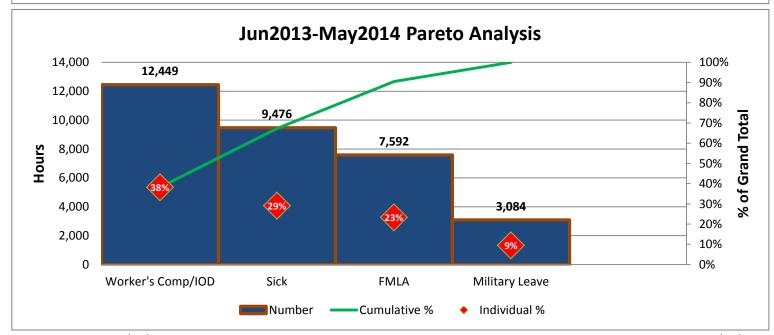
Jun2013-May2014	Jun2013-May2014
12 Month Goal	12 Month Actual
17,823	37,597
Hours	Hours



May2014 Goal	May2014 Actual
1,544	3,317
Hours	Hours



## **Hours Not Worked** Good 6,000 5,000 4,000 Hours 3,000 2,000 1,000 8% 8% 10% 6% 6% 0 Oct2010 Dec2011 Feb2014 Feb2011 Jun2011 4ug2010 Dec2010 Feb2012 Apr2012 un2012 Aug2012 Dec2012 Feb2013 Apr2011 Oct2012 Apr2013 Oct2013 Apr2014 Data Median Goal Benchmark



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